

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Quartztech

Utah Manufacturing Extension Partnership

Quartztech Achieves ISO Registration, Retains Contract, and Attracts New Business

Client Profile:

Quartztech Engineering Inc., established in 1994, was designed to produce the best quartz products in the semiconductor industry. Quality is the primary focus at the facility in Sandy, Utah. The company employs 8 people.

Situation:

Quartztech was recently required by one of their main customers to become ISO registered within a short period of time. Without this registration the silicone wafer manufacturer indicated they would be forced to change suppliers and obtain quartz processing equipment from an ISO registered manufacturer elsewhere. Quartztech enlisted the help of the Utah Manufacturing Extension Partnership (MEP Utah), a NIST MEP network affiliate, to help implement and prepare for registration to the ISO 9001:2000 standard.

Solution:

With the help of MEP Utah's engineer, Mike Talbot, Quartztech was able to create all the required manuals, policies, objectives, processes, forms, and records necessary to comply with the ISO 9001:2000 standard. The assistance received from MEP Utah allowed Quartztech to get things organized and proceed through the process of creating and implementing an ISO compliant Quality Management System in an orderly fashion. The MEP Utah engineer assisted in creation of forms and policies that otherwise would not have been as complete or efficient if Quartztech had created them on their own. With MEP Utah's assistance, Quartztech achieved their registration with only a few minor findings during the initial registration audit. MEP Utah also helped Quartztech answer the minor registration audit findings and pass their first surveillance audit six months after the initial registration audit.

Results:

- * Achieved ISO 9001:2000 registration.
- * Retained \$75,000 in sales.
- * Saved \$40,000 in additional wages.
- * Saved \$10,000 in training costs.
- * Created 2 jobs and anticipate additional new hires.

Testimonial:

"In order for our company to remain a key quartz supplier in the semiconductor industry we needed to become ISO 9001:2000 compliant and needed assistance in becoming certified. Quartztech is now an ISO 9001:2000 certified company, and business has increased substantially since becoming compliant. We have hired additional staff members and plan on adding more once the current trainees

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

are fully train. Quartztech has been very pleased with the efforts of MEP Utah and the overall success that the ISO 9001:2000 certification has brought to our company."

Justin Walters, Director of Operations